

**Department of Information Services
CUSTOMER ADVISORY BOARD
March 26, 2001
Meeting Minutes**

Attending:

**Thomas Bynum, Chair, Employment Security Department
Gary Schricker, Vice Chair, Department of Health
Jim Albert, Office of the Attorney General
Mike Almvig, Association of Counties and Cities Information Systems (ACCIS)
Brian Backus, Office of the Administrator for the Courts
Al Bloomberg, Department of Natural Resources
Jim Eby, Department of Fish & Wildlife
Sue Fleener, Department of Licensing
Mike Gray, Department of Corrections
Bob Griesel, Office of Financial Management
Phil Grigg, Department of General Administration
Bob Hahn, Department of Personnel
Dennis Jones, Office of Financial Management
Marla Kentfield, Office of the State Treasurer
Mike Kretzler, Utilities and Transportation Commission
Dan Lipp, Board of Industrial Insurance Appeals
Gerry McDougall, Department of Licensing
Bob Monn, Department of Ecology
Tom Neitzel, Washington State Health Care Authority
Ted Nelson, Center for Information Services
Clark Palmer, Washington State Patrol
Herb Potter, City of Olympia
Patti Prouty, Office of the Secretary of State
Rex Richardson, Department of Agriculture
Susie Smith, Auditors Office
Shelagh Taylor, Department of Labor & Industries**

DIS Staff:

**Paul Taylor, Deputy Director
Lourdes Collins, Management & Oversight of Strategic Technologies
Stan Ditterline, Management & Oversight of Strategic Technologies
Mary Lou Griffith, Management & Oversight of Strategic Technologies
Dennis Hausman, Justice Information Network
Dave Kirk, Digital Government Applications Academy
David Koch, Management & Oversight of Strategic Technologies
Kay Metsker, Computer Services Division
Laura Parma, Assistant Director, Interactive Technologies
Tom Parma, Management & Oversight of Strategic Technologies
Carrie Tellefson, Assistant Director, External Relations & Management Services**

Welcome and Introductions

Call to Order - Thomas Bynum, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

Subcommittee Reports

HR: Discussion of the Business Analyst Position

Bob Hahn provided a handout on the Business Analyst Position and asked the CAB to review the information provided and provide any comments to him by April 3rd.

State/Local Government

Dan Parsons stated the ACCIS meeting will be held in Yakima April 18th – 21st. The subcommittee continues to work on how to share information with state and locals, and how to develop standards to do so.

Infrastructure

Phil Griggs stated the Windows 2000 server project is on schedule. The environment is scheduled for production on May 31st. A handout was provided from the March CAB Infrastructure Committee meeting.

- **Web Presentation Guidelines** - Laura Parma provided a handout and stated that a team was formed to work on the review for new selections. The team reviewed the document and discussed what needed to be updated or included in the website to create a universal design. The issues being looked at are as follows: common look and feel; new browser support; privacy; navigation; meta-tagging; image resolution; intended use; and guidelines related to video. To ensure the guidelines have meaning, the team will bring them to the CAB, TAAG, and DGESG for review before they are finalized.
- **Computer Architecture Standards** - Stan Ditterline stated they had been looking at out-of-date policies and had developed an internal draft with CSD. That draft will be reviewed by the subcommittee and then brought before the CAB.

Record Retention

Mark Borgaard from ESD stated the State Archivist proposed WAC on how to maintain electronic records, and the CAB wants the sub-committee to compile feedback of the impact of that proposed WAC. Mark asked the CAB to go back to their agencies and do a comparison similar to a bill analysis/fiscal note to show what each agency's concerns are. This analysis should be complete by the end of April and sent to Mark. Mark will then combine them into one document for review at the April CAB meeting, and then it will be sent to the State Archivist.

Legislative Update

Carrie Tellefson stated that the 1053 "cookie bill" died in committee, and that SHB 1632, which is the DIS proposed criminal penalties fraudulent use of digital signatures, has gone to the rules committee.

Digital Academy Update on E-Forms

Dave Kirk stated the last e-forms session will be held during the week of March 26th and some of the agencies will be asked to show their applications at the final session as "lessons learned".

Digital Government Update

Laura Parma provided a handout on the Ask George search engine that is currently on the Access Washington website. She discussed that the project came out of the DGESG, asking for a plain English search to be available. A project team was created to head the project, consisting of employees from DSHS, DOR, OFM, Library, DOH, HCA, DOT, WSP, L&I, DOL and the Legislative Courts. She then stated the search engine has been in production for one month and continuing changes have been made to improve its service.

ISB Update

Paul Taylor stated that the next ISB meeting is scheduled for June 1, 2001. Due to the loss of three Board members (Joe Dear, Representative Cathy Wolfe and Representative Renee Radcliff) the following new members have been named: Everett Billingslea; Representative Glen Anderson; and Representative Laura Ruderman.

Research and Advisory Services

Mary Lou Griffith stated the evaluation of proposals for Master Contract has been completed and the three apparent successful vendors are Gartner, Robert Frances Group, and Faulkner Information Services.

Earthquake Roundtable: Lessons Learned

CAB members shared their experiences. Gary Schricker asked for comments to be put in writing and sent to him at gary.schricker@doh.wa.gov by April 15th. Gary will then compile the comments and distribute them to the CAB.

Coming Attractions in April 2001: DIS on the State of IT

Paul Taylor, DIS, continues to work on this and will have information ready for the next CAB meeting.

New Business

None.

Announcements

None.

Adjourn

The meeting was adjourned.